



March 8, 2024

To our valued patients,

After a great deal of thought and consideration, we have decided to close the doors on Valley Roots and join the fabulous team at North Cascades Family Physicians, which is part of Family Care Network.

Rest assured, we will still be able to offer the type of care you have come to know at Valley Roots. Our providers and staff have been welcomed with open arms by Family Care Network and North Cascade Family Physicians. Starting May 1, we will see patients at 2116 E. Section St. in Mount Vernon. If you're a long-time patient, you'll recognize that this is where we all started!

In this transition, we know there will be many questions. Here are a few we thought you might ask:

What is Family Care Network (FCN)?

FCN is an independent, provider-owned network that offers comprehensive primary care, urgent care, sports medicine and lab services in Skagit and Whatcom County.

What is North Cascade Family Physicians (NCFP)?

NCFP is one of the provider-owned clinics that is part of FCN. NCFP offers onsite lab and x-ray services, and FCN has a convenient urgent care location in Mount Vernon as well.

Why the move?

It was a very difficult decision for us to close the doors of Valley Roots Family Care. Unfortunately, the demands of operating on our own in such a complex healthcare environment could not be sustained in a way that allowed us to focus on what we love most – caring for our patients.

We chose FCN because we share a common commitment to high-quality, innovative healthcare based on strong patient relationships. We are confident that joining FCN will support our desire to keep patients at the center of the care we provide.

Additionally, NCFP is a great clinic and already enthusiastic about this move. FCN and NCFP have been proactive at every step of the way and have made it clear that they care a great deal for our staff and patients.

Will FCN still take my insurance?

FCN is contracted with many insurance companies. However:

- Carefully read the information included with this letter, which includes a list of the plans that are accepted by FCN.
- If you are on a plan that is not accepted by FCN, review the steps you may need to take before May 1 to continue being seen at FCN.
- Patients who remain on a plan that is not accepted by FCN will need to establish with a new provider outside of Family Care Network as of May 1.

- If you are an OB patient in your third trimester as of April 30, you can continue to be seen for OB care at FCN through delivery, even if you are on a non-contracted plan.

I'm going with you to NCFP, now what?

For patients whose insurance is accepted by FCN and plan to move with us, your medical records will be transferred automatically. You will also be added to FCN's system under your existing Valley Roots provider. Closer to May 1, we will help our patients create a MyChart patient portal account, which is used by FCN to make communicating with your provider and other staff easy and efficient.

I'm not going with you to NCFP, now what?

We know that not everyone will want or be able to make the transition with us for various reasons. We are so sorry for that and will do our best to make your transition to a different provider as smooth as possible. We will provide additional information in the coming weeks for patients to request a copy of their records if they elect to see a different healthcare provider.

I've already made an appointment on or after May 1 with a Valley Roots provider.

No problem! Your appointment will be moved to NCFP at the same date and time. If you need to adjust this, please call (360) 428-1884 through April 30. Starting May 1, call NCFP at (360) 428-1700.

I want to make an appointment with my Valley Roots provider for on or after May 1.

Please continue to call Valley Roots at (360) 428-1884 for all scheduling. Starting May 1, call NCFP.

What if I need refills, have questions, etc.?

Please continue to call Valley Roots through April 30 for any concerns.

I have a billing question for my visit on or before April 30, 2024.

Please contact Valley Roots at (360) 428-1884, even after the transition to NCFP. We will have billing specialists working for many months after the transition.

I have an outstanding bill with Valley Roots.

We will be working diligently to close out all patient accounts in the next couple of months. If you have an outstanding bill, we would greatly appreciate your payment at your earliest convenience. You can call and pay over the phone, send a check by mail, or pay online via our website at valleyrootsfamilycare.com/bill-pay.

We look forward to seeing you at your next visit, and we hope to see you at North Cascade Family Physicians as well!

Sincerely,

The providers and staff of Valley Roots Family Care

Family Care Network Insurance Information

On May 1, the providers at Valley Roots will move to Family Care Network – North Cascade Family Physicians. FCN does not accept all the insurance plans that are accepted at Valley Roots.

Please carefully review the information below, which provides options for each plan type affected. It is important to make any necessary changes as soon as possible. Please call us at Valley Roots if you have any questions, and we'll do our best to help!

Apple Health (Medicaid):

FCN is contracted with one Apple Health plan: Molina Healthcare of Washington. Patients on other Apple Health plans can change to Molina anytime:

- Online at the Washington Healthplanfinder website, through the ProviderOne Client Portal, or through the Washington Healthcare Authority (hca.wa.gov/contact-hca – select topic “Enroll/Change Health Plans”)
- By phone with the Healthcare Authority at (800) 562-3022

Enrollment in the new plan will be effective on the first of the month after you submit your application. We recommend completing enrollment by April 20 to ensure coverage on May 1. Patients who do not move to a plan accepted by FCN will need to establish care with a new provider outside Family Care Network.

Commercial Plans:

FCN contracts with a limited number of commercial plans. A list of plans accepted by FCN is available at our office or at familycarenetwork.com/insurance. For example, FCN is not contracted with United Healthcare, PHCS, Multiplan, select Lifewise plans (Cascade Select plan or Alpine network), Regence UMP Plus, and any other non-contracted plan. Patients who are not able to switch to a contracted plan by May 1 will need to establish with a new provider outside Family Care Network.

Medicare Advantage:

FCN accepts select Medicare Advantage (MA) plans from Humana*, Kaiser Permanente, Premera, and Molina (D-SNP only). Patients on other non-contracted Medicare Advantage plans can take advantage of a special enrollment period that allows enrollees to change to an MA plan accepted by FCN through March 31. Your new Medicare Advantage plan coverage begins the first day of the month after the plan receives your application. Patients who do not move to a plan accepted by FCN will need to establish care with a new provider outside Family Care Network.

**Please note: Valley Roots is not contracted with Humana; if you move to Humana during the special enrollment period, care received from Valley Roots in the month of April, 2024 may be considered out of network.*

Military Plans:

Family Care Network contracts with one TRICARE plan: US Family Health Plan (USFHP).

Patients with the TRICARE Prime benefit can switch to USFHP at any time, with an effective date of May 1. Other eligible patients can only switch during Open Enrollment, unless they have a qualifying life event.

To enroll with USFHP, please contact USFHP at (866) 418-7346. You can learn more about the plan on the TRICARE website (search for “USFHP”) or at USFHPNW.org. Patients on military plans who are not eligible for USFHP, or who choose not to enroll with USFHP, by May 1 will need to establish care with a new provider outside Family Care Network.

Insurance plans accepted at Family Care Network

Commercial:

- Aetna
- Blue Cross/Blue Shield
- Cigna
- First Choice Health
- Healthcare Management Administrators
- Kaiser Permanente
- Lifewise (*Cascade Select plan and/or Alpine Network are not accepted*)
- Premera Blue Cross
- Regence Blue Shield
- Regence Group Administrators

Apple Health:

- Molina Healthcare
- DSHS/Medicaid
- Coordinated Care – *for foster care only*

Medicare:

- Medicare (*with or without a Medicare supplement plan*)
- Humana Medicare Advantage
- Kaiser Permanente Medicare Advantage
- Molina Medicare Advantage (*D-SNP only*)
- Premera Medicare Advantage

Military:

- US Family Health Plan

Insurance plans NOT accepted at Family Care Network*

Commercial:

- Benefit Administrators Systems (BAS)
- Bridgespan Health
- Humana Commercial
- Lifewise – Plan name: Cascade Select or Network: Alpine
- Molina Marketplace
- Multiplan
- Private Health Care Systems (PHCS)
- Regence Uniform Medical Plan PLUS
- United Healthcare
- United Healthcare Optum Behavioral Health

Apple Health:

- Amerigroup – Apple Health
- CHPW – Apple Health
- Coordinated Care – Apple Health (*except foster care*)
- Out of state DSHS/Medicaid
- United Healthcare Apple Health
- Wellpoint – Apple Health (formerly Amerigroup)

Medicare Advantage:

- Aetna – Med-Advantage
- Anthem – Med-Advantage
- CHPW – Med-Advantage
- Cigna Med-Advantage
- Molina Medicare Choice care (HMO)
- Optum Med-Advantage
- Out of State BC/BS Medicare Advantage
- Premera Medicare Advantage w/ Optum billing address
- Regence Med-Advantage
- United Healthcare Med-Advantage

Military:

- ChampVA
- Health Net Federal
- Tricare
- VA

**This is not a complete list. For more information, please go to familycarenetwork.com/insurance or contact your clinic.*